COMPAQ®

PRODUCT: Portable
SERVICE ADVISORY # 015
DATE: November 16, 1984

Subject COMMONALITY OF DESKPRO VDU AND DISKETTE DRIVE CONTROLLER

To reduce the inventory of spares a dealer must have to support both the COMPAQ™ DESKPRO computer and COMPAQ ® Portable computer the "Low Profile" DESKPRO VDU and Diskette Controller can now be utilized in both product lines. Effective December 1, 1984 you may order these boards (part no: 101340-001 or 101341-001) for replacement on either product, DESKPRO or Portable. Included with these boards will be an additional mounting bracket which makes it possible for the boards to be used in the Portables, and the other will be an insert to explain this change and provide an illustration.

Please be aware that because of this interchangeability, if the "Full Height" boards (part no: 100479-001 and 100480-001) are ordered or returned the dealer may receive a "Full Height" board or a "Low Profile" board in return, depending on availability.

****NOTE****
If the "Low Profile" controllers are to be used in the Portable computers, two procedures must be followed:

1) The silver bracket on the board must be exchanged with the extra gold bracket provided. The extra bracket is mounted on the board in the same manner as the one to be removed.

2) The board retainers which are mounted on the bottom of the card cage cover must be rotated 180 degrees so they can hold the "Low Profile" boards in place.

3) The VDU Signal Cable must be looped back to plug in to the VDU Controller Board, but the tie wrap can still be used to hold the cable in place.

If any further clarification is required, please contact the COMPAQ Dealer Support Center at:

1-800-392-4811 (Authorized Texas Dealers)

1-800-231-9977 (Authorized Dealers Outside of Texas)

Telex: 795437
A/B: COMPAQCOMP HOU (Houston, TX)

Telex: 84117898630
A/B: COMPAQ TTX D (European Headquarters)

CC: STORE MANAGER